

Annual Provider Satisfaction Survey Starts in Early September

Neighborhood News – July 2025

Neighborhood Health Plan of Rhode Island (Neighborhood) will launch its annual Provider Satisfaction Survey from September 9 through November 11, 2025. Once again, we are working with Press Ganey, a national leader in health care experience, to conduct the confidential survey.

The survey will be distributed to a selection of 1,500 physician practices in Neighborhood's network, including primary care and specialty services. The survey may be completed by mail, online, or phone. Practices may receive multiple types of outreach, and may choose any combination of up to three (3) survey completes per practice. If you receive a survey, we greatly value the 10 minutes of your time it will take to complete.

Last year's survey results showed strength in Neighborhood's procedures for obtaining authorizations for medications and helpfulness and ease of reaching call center staff. Comparatively, results showed areas of opportunity in accuracy and timeliness of claims processing as well as quality of behavioral health providers.

Neighborhood's Provider Customer Experience (CX) Workgroup, a cross functional group of leaders responsible for key provider-facing business operations, is engaged in actively responding to provider feedback. Based on year-over-year survey results, the Provider CX Workgroup is implementing and/or monitoring the impacts of the following:

- Removing all prior authorization requirements for inpatient and outpatient behavioral health in-network services;
- Insourcing behavioral health services (effective September 2025);
- Increasing the number of times per year formulary review is conducted to identify drugs to add to formulary or adjust prior authorization requirements;
- Introducing "smart logic" to prior authorization for specific drug classes (ongoing);
- Streamlining process on submitting issues for quicker response from appropriate business area;
- Designing "root cause" issue management process to target underlying barriers;
- Improving claim adjustment process to make submissions easier and ensure timely responses;
- Enhancing claim system to allow electronic submission of secondary claims;
- Updating payment policies to ensure providers have access to clear and complete policies; and
- Enhancing home care authorization process.

Thank you for all you do for Neighborhood's members each day. We appreciate your continued partnership to help Rhode Islanders be healthy. Your participation in Neighborhood's Provider Satisfaction Survey is one way to help us improve in ways that matter most.